

Public Works

City of Newton Performance Management Scorecard

June 2012

Traffic Light Key

Green = actual value meeting or exceeding the target
 Yellow = actual value within 10% of meeting target
 Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
 Yellow = cumulative Year-to-Date the same as Last Year-to-Date
 Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.								
% of projects under budget	Keep 100% of project under budget	100	100	100			100	
% of projects on schedule	Keep a minumum of 90% of projects on schedule	90	90	96			84	
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.								
Total water meters installed	Monthly progress targets		25063	24717				
3. Maintain public streets and sidewalks in a safe and passable condition.								
Streetlamp repair backlog	Reduce backlog to less than 100 streetlamps	116	116	105		100	105	
% of streetlamps repaired within 14 days of receipt	Repair at least 90% of streetlamps within 14 days	90	90	97			95	
Backlog of sidewalk repair requests	Reduce sidewalk backlog in FY12	503	503	275		506	275	
% of sidewalks made safe within 5 days	Make at least 95% of sidewalks safe within 5 days	95	95	100			95	
% of potholes repaired within 2 business days	Repair at least 95% of potholes within 2 days	95	95	96			89	
4. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.								
Trash tonnage (total)	Keep trash tonnage for FY12 under 20,400	2071	2071	1833		20437	20592	
Recycling tonnage (curbside only)	Keep requests completed/closed at or above the monthly average	973	973	881		11147	10893	
Curbside recycling % of total tonnage	Maintain a recycling rate of 35% or more	32%	35%	32%		35%	35%	
% of trash pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collectio	99.50	99.50	99.90		99.89	99.89	
% of recycling pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collections	99.50	99.50	99.95		99.91	99.93	

Notes